

Emotional Intelligence

A term created by two researchers – Peter Salavoy and John Mayer – and popularized by Dan Goleman in his 1996 book of the same name.

We define EI or EQ as the ability to:

- Recognize, understand and manage our own emotions
- Recognize, understand and influence the emotions of others

Emotional Intelligence

In practical terms, it means being aware that emotions can drive our behavior and impact people (positively and negatively), and **learning how to manage those emotions** – both our own and others – especially when we are under pressure.

When would there be a need to manage Emotional Intelligence?

- Giving and receiving feedback
- Meeting tight deadlines
- Dealing with challenging relationships
- Not having enough resources
- Dealing with change
- Dealing with setbacks and failure

Emotional Intelligence

It's a scientific fact that emotions precede thought. When emotions run high, they change the way our brains function... diminishing our cognitive abilities, decision-making powers, and even interpersonal skills.

Emotional Intelligence

In his book *Working With Emotional Intelligence*, Daniel Goleman cites the Harvard Business School research that determined that EQ counts for twice as much as IQ and technical skills combined in determining who will be successful.

Emotional Intelligence

Clearly the problems we face every day are not solved by intelligence alone. In the past 60 years, the mean IQ globally has gone up about 18 points, (<https://ourworldindata.org/intelligence>), but we still are facing major challenges in the ways that people relate to each other and to themselves.

Because the traditional definition of thinking is not enough, Emotional Intelligence (EI) provides a different way of looking at a variety of problems.

Emotional Intelligence

So, what is it really??